



Dear Member

The importance of improving personal health and fitness in this Covid 19 world has taken on a new meaning and we are glad that we can help you to do this, but we must do so safely.

We have missed all our members, and we are looking forward to welcoming you back. We want to make your visits as enjoyable as possible but as we are sure you will understand, we are having to make a few changes to the way we operate to ensure your safety.

Visiting the club

Obviously, if you have any symptoms of Covid 19 then please don't come to the club!

Our new procedures mean several changes that will change how you use the club:

- We have altered the layout of some areas to better enable social distancing and we would ask that you please always follow the latest government advice
- Please follow any directional signage that may be in place
- We encourage members to use face coverings in areas where social distancing may be difficult, such as corridors
- Please wipe with anti-bacterial spray down all gym equipment after use
- We are providing hand sanitiser around the club, please use regularly
- Any areas which we feel we cannot open safely will remain closed for now
- Water fountains will be out of action in the short term, please bring your own drinks with you
- Where possible please make any payments with a contactless card
- There are one hour slots available for the gym and swimming. Please reserve your session via email or telephone; you can make your reservation up to two weeks in advance.
- Admittance to the club will not be permitted between sessions to enable the team to carry out enhanced periodic cleaning; please observe social distancing whilst waiting for entry
- Please arrive on time for your workout. Early arrivals will not be granted access until their scheduled slot, as it is important that we keep within the maximum capacity.
- Our changing rooms will be reserved for swim and spa users only
- There will be a facility for all gym users to store a phone and keys so please ensure all other valuables are left at home
- Gym users will have access to the hotel's toilet facilities
- There will be a one-way flow through the club, with entry via the main gym entrance and exit via the hotel stairwell
- Unfortunately we will not provide towels for members
- Please come to the club dressed prepared for your session
- Sweat towels will not be permitted in the club, please instead use the spray and paper towels provided
- Unfortunately, the sauna and steam room must remain closed at the current time
- Where possible please come ready to use the facilities in order to minimise changing room use

We have increased the frequency of cleaning in the club, including making sure that high-touch surfaces such as door handles etc. are cleaned using disinfectant products.

Please do not be surprised or upset if our staff use personal protective equipment during your visit, this may include disposable gloves, face coverings, and aprons where appropriate.

All these procedures have been implemented for your and our team members safety

We will continue to take advice from the Government and the NHS regarding safe practice and we may amend and update operating procedures, as necessary.

Thank you for your understanding. It's great to have you back!

The Health Club Team